MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 3, 2016/2017

PGD0015 – GROUP DYNAMICS

(All sections / Groups)

29 MAY 2017
9.00 a.m – 11.00 a.m
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of **18 pages**.
2. Answer **ALL** questions.
3. Shade your answers on the OMR sheet.

MULTIPLE CHOICE QUESTIONS [100 MARKS]

Instructions: Answer **ALL** questions. Shade your answers on the **OMR** sheet.

1. In the study of group dynamic, social psychologists would consider _____.
   A. individual difference
   B. individual behaviour in group
   C. individuals and how groups work
   D. individual members as the unit of analysis

2. Which one of the following **BEST** describes a group?
   A. People waiting for a taxi at the taxi stand
   B. People from Melaka Central commuting to work
   C. Members of Melaka's football team playing against Liverpool team
   D. People buying groceries at the Giant supermarket in Kuala Lumpur

3. The individuals are not a group unless an event that affects one of them affects them all. This is the definition of _____.
   A. Independence
   B. Interdependence
   C. Intragroup relationship
   D. Interpersonal interaction

4. Which of the following does **NOT** commonly used to discuss the definition of group?
   A. Motivation
   B. Unstructured relationship
   C. Perception of membership
   D. Mutual influence to each other

5. _____ is the expectations on defining the appropriate behaviour of an occupant of a position toward other related positions.
   A. roles
   B. norms
   C. perception
   D. responsibility

6. Norms integrate the actions of all groups. Which of the following **BEST** describes about norms?
   A. Norms can be imposed on a group.
   B. Norms of any group do not vary in importance.
   C. Norms tell group member on how to behave and not to behave.
   D. Norms ensure that the task behaviours of group members are interrelated appropriately.

Continued...

7. Which of the following describe traditional work group?
   I. Some members are free riders.
   II. Members believe they will be evaluated individually.
   III. Some conscientious members would perform better as individual.
   IV. Members seek each other information, but have no motivation to inform group mates.

   A. I, II, III
   B. I, III, IV
   C. II, III, IV
   D. I, II, III, IV

Question no. 8 - 11 are based on Table 1.

Table 1: Types of Group

A. Group Fantastic Four in Group Dynamics class works together to accomplish their shared goals, which is to produce a very good product for the final presentation. Members of this group perceive that they can reach their goals if and only if the other group members also reach their goals.	C. The salesmen at the Berjaya Motor Company have been assigned to work together to achieve certain target of the month of June but they have no interest in doing so. The structure promotes competition at close quarters.
B. NRI company receives major growth in their profit this year. The company group meets all the criteria for being a functional group and outperforms all reasonable expectations, given its membership.	D. Lim Don is a member of a group but he perceives that his group members agree to work together but see little benefit from doing so. This structure promotes individualistic work with talking.

8. Which statement describes traditional group?

9. Which statement describes pseudogroup?

10. Which statement describes effective group?

11. Which statement describes high performance group?

Continued...

12. Which of the following are the purposes of experiential learning?
    I. To modify attitudes
    II. To gain new experience
    III. To alter cognitive structures
    IV. To expand behavioural skills

    A. I, II
    B. I, III
    C. III, IV
    D. I, III, IV

13. Any effective group member must be aware of the group process while participating in the group. It is through _____ practice that such skills are developed.
    A. observation
    B. performance
    C. communication
    D. feedback generation

14. Experiential learning may be defined as a sequence of _____.
    I. modify the theory
    II. assessing the theory
    III. formulating an action theory
    IV. reflecting on the experience and modifying the action theory

    A. I, II, IV, III
    B. II, I, IV, III
    C. IV, III, II, I
    D. III, II, IV, I

15. Which of the following is **NOT** the principle based on the theories developed by Kurt Lewin regarding experiential learning?
    A. Learning is more effective when it is an active rather than a passive process.
    B. People believe more in the knowledge they discovered than in knowledge presented by others.
    C. It takes more than information to change action theories, attitude and behavioural patterns.
    D. Behavioural changes are permanent even if the action theories and attitude underlying them are changed.

16. Procedural learning is different from book learning in that procedural learning _____ than book learning.
    A. relies more heavily on feedback
    B. emphasizes readily usable insights more
    C. is more accepted in traditional school setting
    D. is based on acquiring larger chunks of information

Continued...

17. The experience you gain through role playing is likely to help you _____.
    A. coach your acting skills and further your acting career
    B. develop a more realistic level of aspiration in social setting
    C. make up facts and experiences relevant to the circumstances
    D. modify your attitude that may influenced your future behaviour

18. In order to acquire group skills efficiently, which of the following principles are important?
    I. To imitate others' work
    II. To help others acquire the skill
    III. To gauge how well you can apply a certain skill
    IV. To get friend to monitor your use of skill who is willing to criticize

    A. I, II
    B. I, III
    C. I, II, III
    D. I, II, III, IV

19. The main purpose of group observation is to _____.
    A. improve the group functioning
    B. give the observer power over the group
    C. give participants practice in being an observer
    D. critique the skills of individual group members

20. As a trainer of skills training, one should _____.
    A. discuss participants' personal information
    B. respect the participants' freedom of choice
    C. initiate and encourage confrontations between participants
    D. avoid asking participants about their feelings and reactions to the exercises

21. A participant-observer is a person who is skilled enough to both participate in group work and observe group process at the same time. Which of the following steps describe a competent participant-observer?
    I. Observing
    II. Giving and receive feedback
    III. Reflecting and setting goals for improvement
    IV. Modifying behaviour in the next group meeting

    A. I, II
    B. I, III
    C. I, II, III
    D. I, II, III, IV

Continued...

22. Group communication refers to _____.
    A. the exchange of words among group members
    B. the notion of verbal behaviour perceived by other group members as meaningful message
    C. the sending and receiving messages with the intent of influencing group members' behaviour
    D. the linear sequence of sending and receiving verbal and nonverbal messages in order to achieve group goals

23. Jonathan tries to communicate to the other group members that it is a wonderful day and he is feeling great by saying 'hi' with a warm smile. Which of the responses show that an effective communication has taken place?
    A. The group members interpret Jonathan's 'hi' and smile as meaning Jonathan thinks he is good looking.
    B. The group members interpret Jonathan's 'hi' and smile as meaning Jonathan wants to initiate a group discussion.
    C. The group members interpret Jonathan's 'hi' and smile as meaning Jonathan wants them to say 'hi' and smile to him back.
    D. The group members interpret Jonathan's 'hi' and smile as meaning Jonathan thinks it is a beautiful day and he is feeling good.

24. The process of communication is characterized by the following **EXCEPT**_____.
    A. sender transmits the message to the receivers.
    B. sender response to the noise while decoding the message
    C. receiver decodes the message by interpreting its meaning.
    D. sender encodes a message by translating ideas, feeling and intentions into a message appropriate for sending.

25. Which of the following is **NOT** referring to the noise in the receivers?
    A. Attitude
    B. Experiences
    C. Background
    D. Speech problem

26. The sound waves of the voice and the light waves that make possible the seeing of words on a slide show are _____.
    A. noise
    B. channel
    C. decoder
    D. encoder

Continued...

27. Celine and Irfan are discussing with one another about their trip to Bali. Irfan is not interested in the trip and clearly shows through his facial expression. Noise in this case is present in the_____.
    A. sender
    B. channel
    C. receiver
    D. transmission

28. Sender credibility refers to the receivers' perception of the trustworthiness of the sender's statements. A highly credible sender is one who is perceived to be as the following.
    I. Dynamic
    II. Warm and friendly
    III. Motivated to tell the truth
    IV. Empowered with good skills in English language

    A. I, II
    B. I, III
    C. I, II, III
    D. I, II, III, IV

29. Redundancy means _____.
    A. sending the message clearly
    B. using more than one channel of communication
    C. receive response for the questions been given to audience
    D. both verbal and nonverbal communication are contradictory

30. Joseph says to Vicky 'Here is some information that may be of help to you' with a sneer on his face and a mocking tone of voice. Joseph clearly fails in sending the message effectively because _____.
    A. his message is complete and specific
    B. he sends the message more than once
    C. his verbal and nonverbal message is not congruent
    D. he makes the message appropriate to the receiver's frame of reference

31. When reacting to the behaviour of others, we have to be sure to describe the behaviour without evaluating. Which of the following correctly describe this sentence?
    A. 'I hate you!'
    B. 'You keep bothering me'.
    C. 'I am not befriending you anymore'.
    D. 'You are self-centred egoist who is not worth any value'.

Continued...

32. The skills involve in receiving the message include all of the following **EXCEPT** _____.
    A. negotiate for sender's meaning and intention
    B. react immediately when the senders send the message
    C. understanding and interpreting the sender's ideas and feelings
    D. communicating the intention of wanting to understand the idea without evaluation

33. Evaluative receiving makes the sender _____.
    I. defensive and cautious
    II. feel happy and touched
    III. decrease the openness of the communication
    IV. become very close to the receiver because of the sincerity

    A. I, II
    B. I, III
    C. I, II, III
    D. I, III, IV

34. The only way to know that your receiver is interpreting and processing your message effectively is by _____.
    A. evaluating the intention and behaviour of the receivers
    B. asking the receiver to respond towards the message been given
    C. describing receiver's feeling by name, action, or figure of speech
    D. seeking feedback continually as to what meanings the receiver is attaching to your message

35. In effective decision making by Gouran and Hirokawa (1996), who posited that in effective decision making in group, communication serves two functions which are _____.
    I. promoting critical thinking
    II. preventing errors from groups
    III. observing characters of listeners
    IV. persuading to reach an agreement

    A. I, II
    B. I, III
    C. I, II, III
    D. I, III, IV

36. The following are the usual criteria of a group member who always occupy a central position in a communication networks **EXCEPT** _____.
    A. emerge as leader
    B. have more information
    C. not able to coordinate the group activities
    D. satisfy with the group's work than the member who occupy fringe position

Continued...

37. Which communication networks are efficient when facing complex task that requires a lot of information?
    I. Open
    II. Chain
    III. Circle
    IV. Wheel

    A. I, II
    B. I, III
    C. II, IV
    D. III, IV

38. Which of the following is **NOT** the criterion of one-way communication?
    A. Receivers are active
    B. Tend to be unsatisfactory for the receivers
    C. Communication effectiveness is determined by how the message are created and presented.
    D. Group chairperson gives instructions to the committee chairperson, who then passes the instruction to group members.

39. Two-way communication is a reciprocal process in which each member may initiate message and clarify other members' messages. This type of communication encourages _____.
    I. more time consuming
    II. consensual decision making
    III. open and candid member interaction
    IV. distributed participation and leadership

    A. I, II, III
    B. I, III, IV
    C. II, III, IV
    D. I, II III, IV

40. Which simplification of a message process when the receivers take much of the message into his own frame of reference and personality?
    A. Leveling
    B. Rephrasing
    C. Sharpening
    D. Assimilation

41. Which of the following is **NOT** a centralized communication network?
    A. Y
    B. Chain
    C. Circle
    D. Wheel

Continued...

42. Gatekeepers frequently serve as _____ by taking message from superior and rephrasing them into more understandable forms and specific meaning.
    A. leaders
    B. translators
    C. negotiator
    D. problem solver

43. Why humor is an important influence on the effectiveness of the communication?
    A. Assist in achieving group goals.
    B. Maintain structures in organization.
    C. Enhance leadership skills among group members.
    D. Promote cohesiveness and reduce tension in groups.

44. Which of the following is **FALSE** about seating arrangements?
    A. Group's formal leader usually seats at the right side of the table.
    B. The more formal a seating arrangement, the more anxious members feel.
    C. Member sitting at the end positions of a rectangular arrangement are seen as having more influence.
    D. The members will communicate more with those sitting across them than with those sitting next to them.

45. Leadership skills are _____.
    I. Managing the group towards the goals
    II. Ability to help the group achieve its goals
    III. Distribute participation and leadership to all members
    IV. Maintain effective working relationship among members

    A. I, II
    B. II, IV
    C. II, III
    D. III, IV

46. Which of the following is not the trait associated with effective leadership?
    A. Integrity
    B. Sense of humor
    C. Social competence
    D. Lack of confidence

47. 'I will make you safe' is a usual say of a saviours that possessed _____ leadership.
    A. charismatic
    B. typical leader
    C. machiavellian
    D. extraordinary leader

Continued...

Question no. 48 to 50 are based on Table 2.

Table 2: Leaders

A. They are not very emotionally involved in their interpersonal relationships as it is easier to manipulate others if they are viewed as objects rather than as fellow humans.
B. They inspire their followers to love and be passionately devoted to them.
C. Leaders are born, not made.
D. Handling and maintaining the status quo is the main concern.

48. Which statement describes trait theory of leadership?

49. Which statement describes charismatic leaders?

50. Which statement describes machiavellianism leaders?

51. Influence theory of leadership claims that the relationship between leaders and their followers is based on _____.
    A. autocratic
    B. reciprocity
    C. democratic
    D. laissez-faire

52. Hersey and Blanchard's Situational Leadership Theory suggests that the right combination of task and relationship behaviours depends on the group's _____.
    A. goals
    B. maturity
    C. structure
    D. composition

53. Which of the following is **NOT** the characteristic of Machiavellian leaders?
    A. Not concern with conventional morality
    B. Power is their main focus and achievement
    C. Have low degree of ideological commitment
    D. Emotionally involved in their interpersonal relationship

Continued...

54. The studies on the style theory of leadership explain that members' satisfaction is more strongly associated with_____ leadership.
    A. autocratic
    B. reciprocity
    C. democratic
    D. laissez-faire

55. According to the influence theory of leadership, the people who emerge as a leader is the member who _____.
    A. talks the least
    B. talks the most
    C. gets others to contribute
    D. gets the members to do what they want them to do

56. Based on Lewin, Lippitt, and White (1939)'s study on leadership styles, we know that the frequency of aggressive acts is higher under _____ leaders than under _____ leaders.
    A. democratic and laissez-faire; autocratic
    B. autocratic and laissez-faire; democratic
    C. democratic; autocratic and laissez-faire
    D. autocratic and Machiavellian; democratic

57. In the study on leadership styles, the frequency of aggressive acts is lower under _____ leaders than under _____ leaders.
    A. democratic and laissez-faire; autocratic
    B. autocratic and laissez-faire; democratic
    C. democratic; autocratic and laissez-faire
    D. autocratic and Machiavellian; democratic

58. Creating a mutual vision with followers is important because _____.
    A. it is impossible to lead without a vision
    B. it enables the leader to control the followers
    C. followers will not contribute unless they accept the vision
    D. the followers like to know that their leader has good ideas

59. Group productivity is best promoted by _____.
    A. an autocratic leadership style
    B. a group structure with well-defined roles and responsibilities
    C. an interaction-oriented leadership style with emphasis on group cohesiveness
    D. a person-oriented leadership style where consensus in decision making is actively encouraged

Continued...

60. Which theory of leadership determines the importance of applying different types of behaviours according to different situation?
    A. Influence theory
    B. Task-leadership theory
    C. Role position approach
    D. Distributed-actions theory

61. Organizational leaders should empower individuals by organizing cooperative team's because_____.
    A. it's the right thing to do
    B. it looks good on the organizational chart
    C. leaders do not achieve success by themselves
    D. it helps the members think highly of the leader

62. In Hersey and Blanchard's theory, when group members have low level of maturity, the appropriate leadership is _____.
    A. high task/low relationship (telling)
    B. high task/high relationship (selling)
    C. low task/low relationship (delegating)
    D. low task/high relationship (participating)

63. The most efficient and successful style of leadership is the one who _____.
    A. follows the advice of the experts
    B. shows that they are in charge and make decisions accordingly
    C. allows important decisions to be made by the democratic processes
    D. shows concern for group members while clearly defining roles and expectations

64. Which of the following is **TRUE** about Fiedler's situational theory?
    A. Leadership is based on domination.
    B. The group leader has to engage in socio-emotional behaviors.
    C. One of the three key situational conditions is leader-member relation.
    D. One problem with Fiedler's situational theory of leadership is that people are not always appointed to a job on the basis of leadership ability.

65. Hersey and Blanchard define task behaviour as _____and relationship behavior as _____
    A. two way; one way
    B. one way; two way
    C. two way; multidirectional
    D. multidirectional; multidirectional

Continued...

66. In distributed-actions theory of leadership, reasons for dividing responsibility among group members includes all **EXCEPT** _____.
    A. to utilize the expertise of all the members
    B. to prevent relationship problems among members
    C. to get commitment to the group from the members
    D. to encourage competition for dominance among members

67. Which of the following is **NOT** a problem with the trait theory of leadership?
    A. Not all great leaders are charismatic.
    B. Different traits may be needed at different times.
    C. An unlimited number of traits may need to be identified.
    D. Great leaders are identified as such after they have become great leaders.

68. When you desire something it is a _____.
    A. want
    B. need
    C. interest
    D. None of the above

69. When something is necessary for your survival, it is a_____.
    A. want
    B. need
    C. interest
    D. None of the above

70. Atkinson is applying for a promotion. The new increment that he will receive represents a _____.
    A. want
    B. need
    C. interest
    D. None of the above

71. For Harry, it is neither the goal nor the relationship is important; he is using _____ conflict management strategy.
    A. smoothing
    B. withdrawing
    C. compromising
    D. problem-solving negotiations

72. We should _____ to be competent in managing conflicts.
    A. learn to avoid conflict
    B. learn to do all five strategies
    C. do whatever feel like the natural thing to do
    D. learn to always use problem-solving negotiation

Continued...

73. The study of group behaviour is called group dynamics because _____.
    A. groups, once formed, rarely change
    B. the impact of the leader is a major topic of study
    C. the term underscores the importance of psychological processes
    D. the term notes the interdependency of people in evolving groups

74. In order to reach a wise agreement, one must be able to_____.
    A. give in now but get what one wants later
    B. give in to the other person to make them happy
    C. call in a mediator to check and give approval to one own agreement
    D. see the conflict from both one own and the significant other's perspective

75. David and Rudy have a disagreement that leads to a fist fight. This is an example of _____.
    A. direct aggression
    B. indirect aggression
    C. emotional aggression
    D. instrumental aggression

76. Truman wrote bad rumors about her previous girlfriend in social media. This is an example of _____.
    A. direct aggression
    B. indirect aggression
    C. emotional aggression
    D. instrumental aggression

77. In a conflict of interest, how you behave depends on how important _____.
    I. your job is to you
    II. your goals are to you
    III. the relationship is to you
    IV. your work satisfaction is to you

    A. I, II
    B. II, IV
    C. II, III
    D. III, IV

78. The fancy and up to date clothes that you are wearing represent your _____.
    A. want
    B. need
    C. hobby
    D. interest

Continued...

79. When people with shared and opposed interests attempt to come to agreement, that is a_____.
    A. mediation
    B. conclusion
    C. negotiation
    D. conflict prevention

80. Monica really wanted a set of latest mobile phone. Her boyfriend thought that it is too expensive but he bought it for her anyway. Monica's boyfriend is using _____ conflict management strategy.
    A. forcing
    B. smoothing
    C. withdrawing
    D. compromising

Question no. 81 to 85 refer to Figure 1.

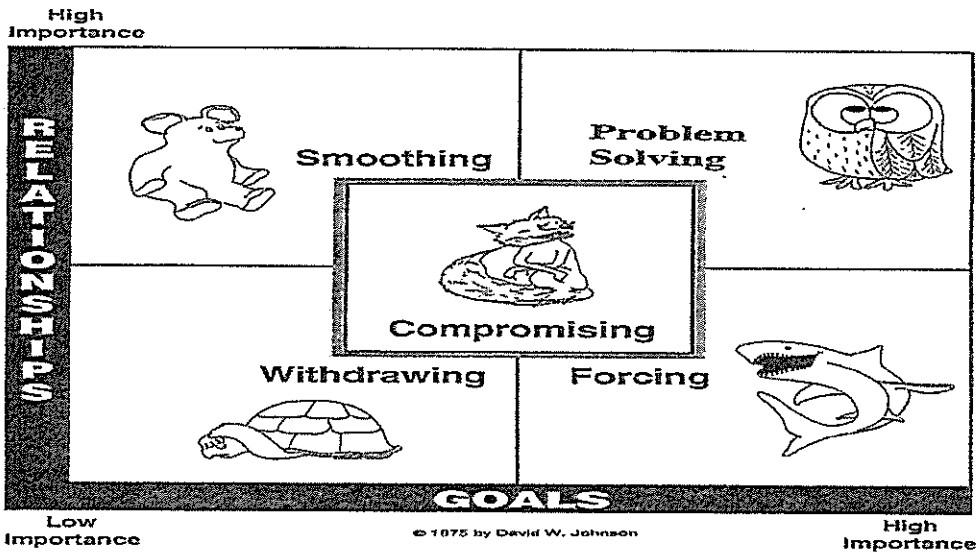

Figure 1: The Five Animals

81. Which of the following best describes Figure 1 instead of "The Five Animals"?
    A. General management strategy
    B. Conflict management strategy
    C. Destructive conflict resolution
    D. Constructive conflict resolution

Continued...

82. Take whatever you can get and walk away to avoid conflict.
    A. Shark (Forcing)
    B. Turtle (Withdrawing)
    C. Owl (Problem solving)
    D. Teddy bear (Smoothing)

83. You will be a winner at any cost and will defeat others.
    A. Shark (Forcing)
    B. Turtle (Withdrawing)
    C. Owl (Problem solving)
    D. Teddy bear (Smoothing)

84. When you face conflict, you try to build friendly relationship and accommodate.
    A. Shark (Forcing)
    B. Turtle (Withdrawing)
    C. Owl (Problem solving)
    D. Teddy bear (Smoothing)

85. You will collaborate and creatively try to solve problem so that both parties win.
    A. Shark (Forcing)
    B. Turtle (Withdrawing)
    C. Owl (Problem solving)
    D. Teddy bear (Smoothing)

86. If you fail to negotiate a wise agreement, you should _____.
    A. give it up
    B. start over
    C. agree to disagree
    D. find a new group

87. When conflicts arise, you must _____.
    A. try problem-solving negotiation first
    B. weigh who will win and lose if a settlement is reached
    C. withdraw until you have decided which strategy to use
    D. weigh short term gains against potential long term losses

88.

Directly hurting the other person Inferring that the other person's actions are the result of dispositional factors

The statement in the box above describes _____ acts.
    A. persuasive
    B. permissive
    C. destructive
    D. constructive

Continued...

89. Which of the following is **NOT** encouraged in negotiation activity?
    A. Empower the other person
    B. Express cooperative intentions
    C. Focus on wants and interests, not positions
    D. Not revealing both parties' interests and fear that people will take advantage on them

90. Your success as a negotiator largely depends on showing the other person how his or her wants and goals can be met through accepting your proposals. The keystone to careful listening is _____.
    A. accepting
    B. theorising
    C. modelling
    D. paraphrasing

91. Free riders are those _____.
    A. who work in group sincerely
    B. who benefit from the group with full cooperation
    C. who benefit from the group but give little in return
    D. who has not gain any benefit from the group despite of their contribution

92. Intergroup contact often produces an _____ in which we hold more favourable views of groups to which we belong and less favourable opinions of groups to which we do not belong.
    A. ingroup bias
    B. outgroup bias
    C. intergroup bias
    D. ingroup-outgroup bias

93. Gary conducted an experiment on conformity to group of students in a high school in Melaka. In the experiment, he found out that if ten students say that a dark chocolate is bitter when it actually is not, the eleventh person likely to _____.
    A. show signs of reactance
    B. identify the taste correctly
    C. say that the response is wrong
    D. say that the dark chocolate is bitter

94. There are some research of group dynamics revealed that herd instinct or conformism would likely to occur when _____.
    A. a group is very large
    B. cultures emphasize individualism
    C. the rest of the group is unanimous
    D. the fundamental attribution error is made

Continued...

95. Professor Nani, found out that the students obtained good marks whenever they are given individual assignments than a group assignment. She observed that _____ occurs when the tasks given were group based.
    A. social loafing
    B. deindividuation
    C. forced compliance
    D. personal inconsistency

96. The groups have the tendency to make faulty decisions together. This is the disadvantage of _____.
    A. groupthink
    B. conformity
    C. facilitations
    D. individualistic

97. Leong was not feeling confident and stammered while public speaking in front of the school morning assembly. After the assembly, he recites it perfectly fine in front of the mirror. Leong was probably demonstrating _____.
    A. social loafing
    B. social facilitation
    C. social impairment
    D. social comparison

98. A person under the influence of _____acts in such a way that they are less concerned with what others think, and less aware of their own behaviour.
    A. social loafing
    B. deindividuation
    C. forced compliance
    D. personal inconsistency

99. Which of the following is the order of the stages in Tuckman's group development model?
    A. Forming, storming, norming, performing, adjourning
    B. Norming, forming, storming, performing, adjourning
    C. Storming, forming, norming, conforming, adjourning
    D. Forming, storming, conforming, performing, adjourning

100. Philosophers and researchers have found that _____.
    I. being alone is better than joining any groups
    II. individuals derive a sense of identity from groups
    III. groups accomplish goals that individuals could not
    IV. groups can be harmful to both individual and society

    A. I, II, III
    B. I, II, IV
    C. II, III, IV
    D. I, II, III, IV

End of Paper